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36192 7590 01/19/2010

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Linda C. Gould (Depositor's name)
[Signature] (Signature)
March 1, 2010 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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107735,044 12/12/2003 Shirley Vigil 030475 (BILL-0170) 2490

TITLE OF INVENTION: A METHOD, SYSTEM AND STORAGE MEDIUM FOR UTILIZING TRAINING ROADMAPS IN A CALL CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
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nonprovisional NO \$1510 \$300 \$0 \$1810 04/19/2010

EXAMINER	ART UNIT	CLASS-SUBCLASS	03/02/2010 HDESTA2 00000072 10735044
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JARRETT, SCOTT L

3624

703-007000

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1510.00 OP

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.

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(1) the names of up to 3 registered patent attorneys or agents OR, alternatively,

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300.00 OP

CANTOR COLBURN LLP

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PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

AT&T Intellectual Property, I.L.P., f/k/a
AT&T Intellectual Property, Inc.

Reno, Nevada

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

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☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.

☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

David A. Fox

Date March 1, 2010

Typed or printed name

Registration No. 38,807

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